

VETERANS HEALTH ADMINISTRATION

EXTERNAL PROGRAM FOR
CIVIL RIGHTS DISCRIMINATION
COMPLAINTS



CIVIL RIGHTS LAWS:

FEDERALLY ASSISTED PROGRAMS

- TITLE VI, CIVIL RIGHTS ACT OF 1964
- SECTION 504, REHABILITATION ACT OF 1973
- AGE DISCRIMINATION ACT OF 1975
- AMERICANS WITH DISABILITIES ACT OF 1990

EXECUTIVE ORDER 13166:

- LIMITED ENGLISH PROFICIENCY (LEP)

CIVIL RIGHTS LAWS:

FEDERALLY CONDUCTED PROGRAMS

- SECTION 504, REHABILITATION ACT OF 1973

EXECUTIVE ORDER 13166:

- LIMITED ENGLISH PROFICIENCY (LEP)
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VHA NON-DISCRIMINATION POLICY

DIRECTIVE 2002-037

FEDERALL CONDUCTED & ASSISTED

PROGRAMS



HOW TO FILE A COMPLAINT

- VA FORM 10-0381
- LETTER



THE COMPLAINT PROCESS:

- 180 DAYS FROM INCIDENT TO FILE
- 45 DAYS VHA RENDERS FINDING
- 30 DAYS TO APPEAL FINDING TO UNDER SECRETARY FOR HEALTH
- 15 DAYS AGENCY DECISION RENDERED



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